

Fall 2012

# The WaterLine

P e n n i c h u c k W a t e r

## Water Infrastructure & Conservation Adjustment



**Pennichuck's primary goal is to provide exceptional service and delivery of quality water 24 hours a day, 365 days a year.** We regularly evaluate the infrastructure of our systems to identify areas that require improvement. As part of Pennichuck's most recent rate proceedings, the New Hampshire Public Utilities Commission granted approval for us to implement a Water Infrastructure and Conservation Adjustment (WICA) surcharge. This allows Pennichuck to place a surcharge into rates to recover the costs of replacing aging infrastructure.

WICA covers the replacement of water mains, valves and hydrants that have either reached the end of their useful life or are negatively impacting water quality or service reliability. The benefits of this program to our customers are that it provides for more consistent replacement of aging infrastructure, which in turn increases reliability of service. The program also provides for smaller rate increases by permitting recovery of the expenses associated with the replacement of aging

infrastructure between rate cases. By making improvements now, we will protect valuable water assets while providing customers with continued water quality and service.

Pennichuck will be filing a 3 year plan for WICA related project expenses for 2013 through 2015 to the New Hampshire Public Utilities Commission for review and approval before the end of this year. When the 2013 approved WICA projects are completed and in service, we will file for final approval of these projects and the recovery of the related expenses via the WICA surcharge. Therefore, the first WICA surcharge that you may see on your water bills will occur around April of 2014. The surcharge is limited to a maximum of a 2% increase in any year with a maximum increase of 7.5% between full rate case proceedings.

More detailed information will be provided next year as we get closer to the actual implementation of the surcharge. Please contact Customer Service at **1-800-553-5191** with any questions.

### OUR OFFICES WILL BE CLOSED IN OBSERVANCE OF THE FOLLOWING HOLIDAYS:

*Veterans Day*  
November 12, 2012

*Thanksgiving Holiday*  
November 22 & 23, 2012

*Christmas Holiday*  
December 24 & 25, 2012

*New Year's Day*  
January 1, 2013

*However, as always, even through the holidays we have staff available 24/7 to respond to emergencies. Please call 1-800-553-5191.*





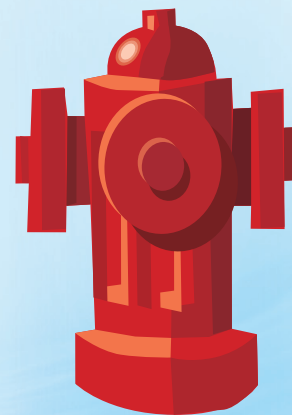
## Protecting your meter and pipes during the winter...

Every winter season poses the risk for frozen pipes and a frozen meter in your home. You can take easy steps to prevent the associated inconvenience, damage, and expense resulting from frozen pipes.

### Here's how!

- Know where the main shut off valve inside your home is located. If a pipe freezes or bursts, shut the water off immediately. Some homes have secondary shut off valves for water pipes that run outside or to unheated areas like garages, and those pipes should be shut off and drained during cold weather.
- Keep warm air circulating in the area around the meter and water pipes. If your meter is boxed in, provide a way for warm air from the house to circulate around the meter.
- If the area around the meter/pipes is not heated, wrap the meter and surrounding lines with insulation and heat tape. (These can be found at local hardware stores).
- Normally, we would not advise you to let water run extraneously, however, in cases of extreme cold (especially if the meter/piping is located on an outside wall), letting one faucet run very slowly helps to avoid freezing.
- If your meter is in a pit, keep the lid closed tightly and make sure there are no cracks. Let any snow that falls cover it, snow acts as insulation.
- Seal cracks in windows, walls, or doors near the meter and pipes.
- Disconnect and drain outside hoses. Detaching the hose completely allows water to drain thoroughly and helps avoid freezing at the faucet or pipe to which it is connected.
- Water pipes should be buried at least five feet underground. If the water pipes outside your home are not buried this deep they should be drained during the winter months.

*With the winter months approaching, please keep in mind that snow removal around fire hydrants is critical in the event of a fire emergency. We ask that plowing snow by private contractors or customers be done in a manner that does not bury fire hydrants. Thank you for your efforts!*



## Customer Contact Information

In order to expedite customer notification in the event of an emergency it is important for us to have your current contact information. At your convenience, please take the time to provide us with your current phone number and email address. You can do this by making a quick and easy phone call to customer service at 1-800-553-5191 Monday through Friday between the hours of 7:30am and 5:00pm. You may also email this information to [customer-service@pennichuck.com](mailto:customer-service@pennichuck.com), along with your account number or property location.



**Pennichuck**  
25 Manchester Street  
PO Box 1947  
Merrimack, NH 03054-1947

800 553 5191  
603 882 5191  
Fax 603 913 2362

**[Pennichuck.com](http://Pennichuck.com)**